



Surface Transportation Board  
Washington, D.C. 20423-0001

February 5, 2014

Mr. Carl Ice  
President and Chief Executive Officer  
BNSF Railway Company  
2650 Lou Menk Drive  
Fort Worth, TX 76161-0052

Dear Mr. Ice:

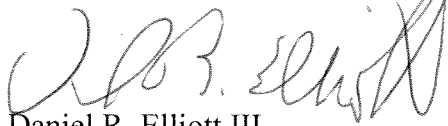
We have been monitoring BNSF Railway Company's service data and are growing increasingly concerned about the deterioration in service that is now occurring over significant areas of your system. These service issues appear to be negatively affecting agricultural, coal, passenger, and other traffic. Therefore, we request that BNSF review with the Board the scope of these service problems and their severity, the underlying causes, and why BNSF has had such difficulty managing the increase in traffic it predicted it could handle in its August 22, 2013 letter to the Board. Most importantly, we need to understand how BNSF plans to return to appropriate service levels and its timeframe for doing so.

We are hearing concerns about delayed cars and a lack of sufficient locomotive power. Average train speed on BNSF has trended downward since January while total cars-on-line has increased. Yard dwell time has steadily increased since September. It also appears that increased cycle times for certain types of equipment are contributing to rail car shortages, particularly with regard to agricultural traffic.

While it may not be possible for a railroad to predict precisely its traffic, resource needs, and external challenges (such as weather), it appears that BNSF's current service problems are unusual and already have had a serious impact on customers. As a Class I carrier, BNSF has the experience and the ability to improve this situation. We look forward to hearing your company's plans for swift progress and are available to provide any assistance, as appropriate.

Thank you for your attention to our request. Lucille Marvin, the Board's Director of Public Assistance, Governmental Affairs and Compliance, will contact you to arrange meetings with us to discuss this serious matter. Please ensure that appropriate members of your senior management team are made available for these meetings.

Sincerely,



Daniel R. Elliott III  
Chairman



Ann D. Begeman  
Vice Chairman

cc: Mr. Matthew K. Rose  
Executive Chairman  
BNSF Railway Company  
2650 Lou Menk Drive  
Fort Worth, TX 76161-0052

Lucille Marvin  
Director, Office of Public Assistance, Governmental Affairs and Compliance  
Surface Transportation Board